



Critical Information Summary – NBN™ Fibre Services Fibre to the premises (FTTP)

Information about the service

NBN Fibre is part of the National Broadband Network which uses the nbn optical fibre network to deliver a high speed broadband internet connection to your premises.

Mandatory Requirements & Availability

This service is not dependant on any existing building services. The nbn fibre service is only available within the nbn fibre rollout area. You can check www.ausinternet.com.au/nbncoverage to see what nbn technology is available to your location.

If your premises is within a nbn fibre service area, but is not already connected to the nbn, the installation will include running a fibre-optic cable from the street into a small box on the outside of your house known as the Premises Connection Device (PCD). An installer will from there install a fibre-optic cable to a suitable location inside the house where a Network Termination Device (NTD) is then installed on the wall. Your nbn compatible router or connection equipment will connect to the NTD. Connections are determined by 3 service class types:

Service Class 1: Your location is serviceable by Fibre, however no PCD is installed. We can place an order, however an NBNCo technician will need to complete the works required to physically connect your premises to the nbn network before we can activate your service. More than one appointment may be required to complete all the works necessary.

Service Class 2: Your locations is serviceable by Fibre, and we can place an order, however an appointment will be required for an NBNCo technician to install an NTD. Once this is completed, we can then request an activation of your service.

Service Class 3: Your premises is fully serviceable by nbn Fibre. All hardware is in place to complete an activation. We can order your service and have you activated within 1-5 business days provided all hardware is fully functional. If a fault is detected during the activation process, a technician will be required to attend your premises to restore the fault and manually connect your service.

Minimum Term & Billing

Our nbn Fibre Services have a minimum 1 full calendar month connection term. For the purpose of billing, your service will be billed monthly in advance. Your initial bill will be a pro-rata of the remaining period of the month in which your service is connected by nbn. Eg: If your normal monthly plan cost is \$79.95 and your service was connected on the 10th day of August. Your initial bill will be for the remaining 21 days of August calculated as: $(\$79.95 / 31 \text{ days}) \times 21 \text{ days} = \54.16 . This bill will be issued to you on the day of connection and payable within 7 days. All following bills will be issued on the 21st day of the month, and payable before the 28th day of the month. Where a service is connected between the 21st day and last day of the month, a single bill will be issued for the pro-rata amount and the following full month in advance. In this case, payment will be due within 7 days. Services not paid by due dates will be suspended.

Fees and Charges

New Connection setup fee	: \$0.00	BPAY	: \$2.00 per payment
Churn from another provider	: \$0.00	Direct Debit Dishonour fee	: \$15.00
Direct Debit Fee (Bank Acct)	: \$0.00	Late Payment penalty	: \$5.00 per bill overdue
Direct Debit (Credit Card)	: 2.2% surcharge		



Disconnection of Service (Non-Payment)

Where a payment is not made by close of business on the due date, or a payment fails to be debited, and the customer has failed to rectify the balance, services will be immediately suspended, and a late payment fee may be applied. If after a further 7 days the due balance has not been paid, the account will be terminated, and customers will need to request a new connection.

Cancellation of Services

As there is no contract with our nbn products you may cancel at any time provided you give us a minimum of 30 days' written notice of your intention to terminate the service to sales@ausinternet.com.au. If the minimum notice is not provided, you will still be charged for the notice period. Where you have any pre-paid amounts over the notice period, we will refund this to you within 28 days following the notice period.

Inclusions, Exclusions, Important conditions, Limitations & Restrictions

NBNCo supplies: Premises Connection Device, Fibre Wall Outlet, Network Termination Device and where applicable the power supply unit and first battery, & External cabling up to the Network Termination Device. This equipment always remains the property of NBNCo and should not be removed from the premises. NBNCo's boundary of responsibility is the Data (UNI-D) or Voice (UNI-V) port on the Network Termination Device.

An nbn compatible router is required to connect your equipment to the service. If you do not have a router Aus Internet can supply a router to you. We have various models available for purchase. We do not provide support for routers not purchased from us, however we are more than happy to provide you with any configuration info necessary to get your router connected.

Advertised plan speeds are based on the NBN peak theoretical speed of your chosen plan. Speeds indicated are not guaranteed to be achieved in every circumstance. Actual attainable speed will be dependent on factors including but not limited to location, volume of traffic through the nbn network, your equipment, and download sources.

All plans provided by Aus Internet include unlimited data allowances. A Fair Use Policy may apply if your data usage exceeds the highest average of users across the network, or we feel that your data usage adversely impacts the experience of other users of the network. Aus Internet reserve the right to terminate services that are deemed to breach the Fair Use Policy.

Customer Service Contact Info

Mailing Address : 5 Douglas Track, Speewah, QLD 4881

Sales : Phone - 07 4222-1111
: Email - sales@ausinternet.com.au

Technical Support : Phone - 07 4222-1111
: Email - support@ausinternet.com.au

Billing : Phone - 07 4222-1111
: Email - billing@ausinternet.com.au

Dispute Resolution Process

If you have a problem or complaint about your service, please contact our team on 07 4222-1111 and we will do whatever we can to assist you in resolving your concerns.